

# E018 BellSouth Operator Services Access Service

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
KENTUCKY  
ISSUED: April 1, 2004  
BY: E.C. Roberts, Jr., President - KY  
Louisville, Kentucky

ACCESS SERVICES TARIFF

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**E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE**

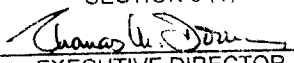
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SECTION 9 (1)

BY   
EXECUTIVE DIRECTOR

## E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE

### E18.1 BellSouth Inward Operator Services

#### E18.1.1 General Description

- A. **BellSouth Inward Operator Services** provide Verification and Emergency Interruption functions associated with **BellSouth Inward Operator Services** calls. An interLATA service provider (Interexchange Carrier (IC)) seeking to verify the status of a BellSouth local exchange subscriber line will access the BellSouth Operator Services System serving the Local Access Transport Area (LATA) of the BellSouth subscriber line to be verified. Access will be accomplished at the appropriate **BellSouth Inward Operator Services** location via a trunk group connecting the customer's point of presence (POP) to the **BellSouth Operator Services System**. The IC operator will ask the BellSouth operator to verify that the subscriber line in question is in use. Utilizing the Company's Verification and Interruption (V&I) network, a special network dedicated to this application, BellSouth's operator will monitor the status of the subscriber line and report this status to the IC operator. The IC operator will relay this information to the end user.
- B. If the line is in use, the IC's end user may request that the call in progress be interrupted to inform the BellSouth local exchange subscriber of an emergency need to reach that number. In this case, the IC operator will ask the BellSouth operator to interrupt the subscriber's call in progress. BellSouth's operator will interrupt the call in progress, inform the subscriber that the IC's end user has an emergency need to reach that line, and ask the subscriber if he/she is willing to terminate the call in progress. If the local exchange subscriber agrees to hang up, BellSouth's operator will inform the IC operator. The IC operator can then inform the end user that the subscriber line in question will be free momentarily and the end user may redial the local exchange subscriber's number to complete the emergency call.

#### E18.1.2 Undertaking of the Company

- A. A Company **BellSouth Inward Operator Services** operator will provide Verification Service and Emergency Interruption Service at the rates and charges set forth in E18.1.5 following. The Company's contact shall be only with the customer's operator, not with the Customer's end user, and shall be limited to that effort necessary to provide the requested service.
- B. The Company will specify the **BellSouth Inward Operator Services** Location(s) which provide(s) **BellSouth Inward Operator Services** for each Local Access Transport Area (LATA). These locations are identified in the National Exchange Carrier's Association (NECA) Tariff F.C.C. No. 4.
- When it becomes necessary, as determined by the Company, to change a **BellSouth Inward Operator Services** Location, the Company will notify the involved customers six months prior to the change. For such changes, the regulations set forth in E2.1.7 of this Tariff will apply.
- C. **BellSouth Inward Operator Services** access service may, at the option of the IC, be provided for interstate and intrastate services where available. When the IC requests such mixed access, the intrastate **BellSouth Inward Operator Services** charges will be determined by the Company using the data furnished by the IC as set forth in E2.3.14 of this Tariff.
- D. When **BellSouth Inward Operator Services** is ordered, service will be provided between the customer's premises and the **BellSouth Inward Operator Services** location by the Company as follows:

##### 1. General

A **BellSouth Inward Operator Services** access trunk group (**BellSouth SWA FGD** or **BellSouth SWA TSBSA 3** service) will be required for each **BellSouth Inward Operator Services** location specified by the customer. Further, the **BellSouth Inward Operator Services** access trunk group can only be provided in connection with direct routing.

**BellSouth Inward Operator Services** customers who also subscribe to **BellSouth Operator Transfer Service** using **BellSouth SWA FGD** or **BellSouth SWA TSBSA 3** service may use these trunks to receive **BellSouth Operator Transfer Service** traffic where the trunks connect the customer location to a LATA tandem which serves as both an **BellSouth Inward Operator Services** location and **BellSouth Operator Services System** location.

Where the **BellSouth Inward Operator Services** and **BellSouth Operator Services System** location is not a LATA tandem, **BellSouth Inward Operator Services** customers who also subscribe to **BellSouth Operator Transfer Service** may use these trunks to receive **Operator Transfer Service** traffic.

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BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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**E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE**

**E18.1 BellSouth Inward Operator Services (Cont'd)**

**E18.1.2 Undertaking of the Company (Cont'd)**

2. Interface Group and Premises Interface Codes

Interface Group 2, 6 and/or 9 as set forth in E6.1.3.A. of this Tariff are available for *BellSouth Inward Operator Services*.

Premises Interface Codes available for *BellSouth Inward Operator Services* are:

4AH5-B

4DS6-44

4DS9-15

4RV2-0

These Premises Interface Codes are described in E6.1.3(A)(6) of this Tariff.

**E18.1.3 Obligations of the Customer**

A. The customer will establish a customer location, if none exists, and will order *BellSouth SWA FGD* or *BellSouth SWA TSBSA 3 trunks*, if none exists, to interconnect with the *BellSouth Operator Services System* location(s) serving all LATAs within the *BellSouth Operator Services System* serving area for the which the customer requests *BellSouth Inward Operator Services*.

B. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

C. The customer shall order a trunk group for *BellSouth Inward Operator Services* to *BellSouth Inward Operator Services* locations serving each LATA in which *BellSouth Inward Operator Services* service is desired.

When the *BellSouth Inward Operator Services* location and the access tandem share the same switch, customers may use existing *BellSouth SWA FGD* or *BellSouth SWA TSBSA 3 trunks* to carry *BellSouth Inward Operator Services* traffic.

Where the *BellSouth Inward Operator Services* and *BellSouth Operator Services System* location is not a LATA tandem, *BellSouth Inward Operator Services* customers who also subscribe to *BellSouth Operator Transfer Service* may use these trunks to receive *BellSouth Operator Transfer Service* traffic.

D. The customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of *BellSouth Inward Operator Services*, and the billing and collecting of charges for *BellSouth Inward Operator Services* furnished to its end users.

**E18.1.4 Rate Regulations**

A. *BellSouth Inward Operator Services* charges for Verification Service and Emergency Interrupt Service are set forth in E18.1.5 following. The charge for Verification Service applies when a Company *BellSouth Inward Operator Services* operator monitors a connection for the purpose of determining the status of a line within a LATA. The charge for Emergency Interrupt Service applies when a Company *BellSouth Inward Operator Services* operator enters a connection for the purpose of attempting to interrupt a conversation in progress on a line within the LATA. When both Verification Service and Emergency Interrupt Service are provided, only the charge for Emergency Interrupt applies. The number of Verification Service and Emergency Interrupt Service calls will be accumulated by Company measuring equipment.

B. No charge applies if the operator encounters a trouble condition, no circuit is available, the called line is not verifiable (pagers, some cellular, etc.), or the requesting customer indicates that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, licensed hospitals, etc.

C. *BellSouth SWA* premium rates and charges, as set forth in E6.8 preceding will apply to all end user requests for interLATA service transferred from the *BellSouth Inward Operator Services* location to the customer location via the customer's *BellSouth SWA FGD* or *BellSouth SWA TSBSA 3 trunks*. In addition, Rate Regulations as specified in E6.7 preceding will apply.

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Material previously appearing on this page now appears on page(s) 3 of this section.

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KENTUCKY  
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**E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE**

**E18.1 BellSouth Inward Operator Services (Cont'd)**

**E18.1.5 Rates and Charges**

A. BellSouth Inward Operator Services Charges

(1) Verification Service

(a) Each

**Rate**  
**\$ 4.75**

**USOC**  
**NA (R)**

(2) Verification and Emergency Interruption Service

(a) Each

**8.96**

**NA (R)**

**E18.2 BellSouth Operator Transfer Service**

**E18.2.1 General Description**

BellSouth Operator Transfer Service provides routing of customer Operator Services calls from the Company's BellSouth Operator Services System location to an IC location within the Local Access Transport Area (LATA) of the IC's end user.

**E18.2.2 Undertaking of the Company**

- A. The Company will provide BellSouth Operator Transfer Service from its BellSouth Operator Services System location(s) as specified in the National Exchange Carrier Association, Inc., F.C.C. No. 4.
- B. The Company operator will deliver customer end user requests for transfer to a designated IC for intrastate service to the IC location in the LATA of the IC's end user subject to the rates and charges set forth in E18.2.5 following.
- C. BellSouth Operator Transfer Service traffic will be routed from the BellSouth Operator Services System location to the IC location via the IC's BellSouth SWA FGD or BellSouth SWA TSBSA 3 trunks.
- D. The Company will provision BellSouth SWA FGD or BellSouth SWA TSBSA 3 facilities as set forth in Section E6. preceding.
- E. BellSouth Operator Transfer Service customers who also subscribe to BellSouth Inward Operator Services may use their BellSouth Inward Operator Services BellSouth SWA FGD or BellSouth SWA TSBSA 3 trunks to receive BellSouth Operator Transfer Service traffic where the BellSouth Inward Operator Services trunks connect the customer location to a LATA tandem which serves as both a BellSouth Inward Operator Services location and a BellSouth Operator Services System location.
- F. The Company will specify the BellSouth Operator Services System location(s) which provide BellSouth Operator Transfer Service for each LATA.
  1. At the IC's request, the Company will provide a list of the LATAs served by each of its BellSouth Operator Services System locations which provide BellSouth Operator Transfer Service.
  2. When it becomes necessary, as determined by the Company, to change a BellSouth Operator Services System location, the Company will notify the involved ICs six months prior to the change. For such changes, the regulations as set forth in Section E2.1.7 of this Tariff apply.
- G. Appropriate rates and charges for BellSouth SWA FGD or BellSouth SWA TSBSA 3 service apply when such trunks are used to transport an end user's request from the BellSouth Operator Services System location to the IC location. In addition, charges as specified in E18.2.5 following apply to each end user request transferred to the IC.
- H. When the IC has both interstate and intrastate BellSouth Operator Transfer Service traffic, the percentage interstate usage determined for the IC's BellSouth SWA FGD or BellSouth SWA TSBSA 3 service as specified in Section E2. of this Tariff will be applied to the BellSouth Operator Transfer Service charges.

**E18.2.3 Obligations of the IC**

- A. The IC will establish an IC location, if none exist, and will order BellSouth SWA FGD or BellSouth SWA TSBSA 3 trunks, if none exist, to interconnect with the BellSouth Operator Services System location(s) serving all LATAs within the BellSouth Operator Services System serving area where the IC requests BellSouth Operator Transfer Service.
- B. IC facilities at the IC location shall provide the necessary on-hook, off-hook, answer and disconnect supervision.

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EXECUTIVE DIRECTOR

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
KENTUCKY  
ISSUED: August 1, 2000  
BY: E.C. Roberts, Jr., President - KY  
Louisville, Kentucky

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**E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE**

**E18.2 Operator Transfer Service (Cont'd)**

**E18.2.3 Obligations of the IC (Cont'd)**

- C. When ordering BellSouth Operator Transfer Service, the IC shall determine and specify the number of new or additional BellSouth SWA FGD or BellSouth SWA TSBSA 3 trunks desired, if any, to carry IC operator services end user requests from the BellSouth Operator Services System location to the IC location as specified in Section E5. of this Tariff.
- D. The IC must order capacity sufficient to handle customer operator services end user requests originating from all Company end offices within each LATA of the BellSouth Operator Services System serving area where BellSouth Operator Transfer Service is requested.
- E. Jurisdictional reporting will apply as specified for BellSouth SWA FGD or BellSouth SWA TSBSA 3 in Section E2. of this Tariff for determining the Percent Interstate Usage (PIU).

**E18.2.4 Rate Regulations**

- A. The Operator Transfer charge is applied on a per end user request transferred basis, as set forth in E18.2.5 following. A request shall be considered transferred when the Company operator activates the BellSouth Operator Services System switch which routes the call from the BellSouth Operator Services System location to the IC location.
- B. Switched access premium rates and charges, recurring and nonrecurring, as set forth in Section E6. of this Tariff will apply to all end user requests transferred from the BellSouth Operator Services System location to the IC location via the IC's BellSouth SWA FGD or BellSouth SWA TSBSA 3 trunks. In addition, Rate Regulations as specified in Section E6. will apply.

**E18.2.5 Rates and Charges**

- A. End User Request for Service Transfer
  - 1. Operator Transfer

(a) Each

Rate	USOC
\$ 0.359	NA (R)

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BY: Stephan O. Bell  
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BY: E.C. Roberts, Jr., President - KY  
Louisville, Kentucky

## E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE

### E18.3 BellSouth Operator Assistance Access Service

#### E18.3.1 General Description

- A. BellSouth Operator Assistance Access Service (BellSouth OA Access Service) provides access to the BellSouth OA Access Service location(s) and the use of BellSouth OA Access Service equipment and operators, when required, to furnish operator assistance to end users on the customer's behalf, to obtain information for the customer's later use in billing for service provided by the Company to the customer's end users on the customer's behalf and for obtaining information for the customer's later use to potentially complete calls returned by the Company to the customer's location per the end user's request. (N)
- B. BellSouth OA Access Service Locations (N)  
The Company will specify the BellSouth OA Access Service location(s) which provide(s) the BellSouth OA Access Service as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4. (N)  
When it becomes necessary, as determined by the Company, to change a BellSouth OA Access Service location, the Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in E2.1.7 of this tariff apply. (N)
- C. Pre-Requisites for BellSouth OA Access Service Provision (N)  
Each BellSouth OA Access Service requires Company provided, customer and application dedicated Operator Assistance trunks (OA Trunks) interconnecting the customer's high capacity facilities to the BellSouth OA Access Service location(s), as described further in E18.3.2 following. In addition, the customer must have in place or must order from the Company Common Channel Signaling System Seven (CCS7) links interconnecting the customer's premises and the Company's CCS7 network, as described in E6.1.3 of this Tariff. Further, customers who wish to utilize release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4. (N)
- D. BellSouth OA Access Service "flow" (N)  
When the customer routes an end user request for operator assistance to the BellSouth OA Access Service location via the facilities described in paragraphs A, and B preceding, the Company will optionally brand the call with the customer's name, serve the end user's request on the customer's behalf, obtain information needed for the customer to bill for the service provided, obtain information needed for the customer to complete the end user's call, if call completion is requested, and then will return the information obtained, as well as the call, if call completion is requested, to the customer location with an optional "thank you" branding message. (N)
- E. Optional Branding Announcements (N)  
At the customer's option, Branding Announcements are provided on both the front end and back end of each BellSouth OA Access Service call served. A front end recording will greet each customer end user call with a message of up to three (3) seconds duration which identifies the customer's service (for example, "(customer name)"). (N)  
Recording of initial Branding Announcements and changes thereto will be performed on an implementation schedule agreed to between the Company and the customer. (N)  
The customer may request changes to the Branding Announcements currently being provided via BellSouth OA Access Service. The Company will implement such changes within thirty (30) days of receiving the customer's request at the rates and charges detailed for branding in E18.3.5 following. (N)
- F. BellSouth OA Access Service will be provided at rates and charges as set forth in E18.3.5 following, except as provided for in E18.3.4.D. following. (N)
- G. The minimum subscription period for which BellSouth OA Access Service is provided and for which charges apply is one (1) month. (N)

#### E18.3.2 Operator Assistance Trunks (OA Trunks)

- A. BellSouth Operator Assistance Trunks (OA Trunks) provide the means to interconnect the customer's high capacity facility or facilities (e.g., DS1, BellSouth MegaLink, BellSouth LightGate, BellSouth SMARTPath or BellSouth SMARTring) at a DS1 level to the network location of its operator assistance provider. (N)
- B. BellSouth OA Trunks must be present in sufficient number to handle the customer's maximum forecasted call volume. (N)
- C. BellSouth OA Trunks have the same transmission specifications as do BellSouth SWA FGD trunks, as described in E2.4 of this tariff. (N)
- D. BellSouth OA Trunks support bi-directional transport of customer calls using CCS7 signaling. BellSouth OA Trunk must be used exclusively for operator assistance calls because these trunks are not equipped to serve or route other call types. (N)
- E. Rates and charges for BellSouth OA Trunks are as detailed in E18.3.5 following. (N)

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All BellSouth marks contained herein and as set forth in the trademarks and servicemarks section of this Tariff are owned by BellSouth Intellectual Property Corporation.

BY: Charles E. Roberts, Jr.  
EXECUTIVE DIRECTOR

ISSUED: April 1, 2004

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BY: E.C. Roberts, Jr., President - KY  
Louisville, Kentucky

## E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE

### E18.3 BellSouth Operator Assistance Access Service (Cont'd)

#### E18.3.2 Operator Assistance Trunks (OA Trunks) (Cont'd)

- F. BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, BellSouth MegaLink, BellSouth LightGate, BellSouth SMARTPath or BellSouth SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with a minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in E9.6 of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both.

#### E18.3.3 Obligations of the Customer

- A. The customer will cooperatively test with the Company at the time of BellSouth OA Access Service installation.
- B. The customer will provide the Company a forecast of their monthly automated and live operator handled OA Access Service calls.
- C. The customer must order BellSouth OA Trunks, as described in E18.3.2 preceding, from the Company. BellSouth OA Trunks must be interconnected with a customer's high capacity facility or facilities (e.g., DS1, BellSouth MegaLink, BellSouth LightGate, BellSouth SMARTPath or BellSouth SMARTRing) at a DS1 level in order that BellSouth OA Trunks function properly. BellSouth OA Trunks can be ordered in increments of twenty-four (24) to meet this requirement, with minimum order of twenty-four (24) BellSouth OA Trunks. Alternatively, customers may utilize a combination of BellSouth OA Trunks and Type 1 BellSouth Flat Rated DA Trunks (as described in E9.6 of this Tariff) to meet this twenty-four (24) trunk requirement. However, each trunk in such a combination must be designated for use to carry either operator assistance calls or directory assistance calls, but not both, because OA Trunks and Flat Rated DA Trunks route operator assistance and directory assistance calls, respectively, to groups of Company operators trained and equipped to handle either operator assistance calls or directory assistance calls, but not both.
- D. Customers who wish to utilize Nortel release link trunking technology must have in place Nortel DMS 250/500 switching equipment loaded with Nortel software release level UCS08 (or higher) and feature packages URLT 1, 2, 3 and 4.
- E. The customer will deliver calls to the BellSouth OA Service location with industry standard CCS7 call detail.
- F. When opting for the BellSouth OA Access Service Savings Plan, the customer must select plan options for both automated and live operator handled calls.
- G. When opting for the BellSouth OA Access Service Savings Plan, the customer must deliver to the Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected, subject to the regulations detailed in E18.3.4.D. following.

#### E18.3.4 Rate Regulations and Payment Arrangements

- A. Rates for BellSouth OA Access Service are as detailed in E18.3.5 following, except as described in D. and E. following.
- B. When opting for the BellSouth OA Access Service Savings Plan, in no event will the untimely installation or failure of customer equipment required to deliver calls to the BellSouth OA Access Service location relieve the customer of their commitment to deliver to the Company within the time frames specified for the plan options selected call volumes that meet or exceed the minimum amounts required for the plan options selected as detailed in D following.
- C. Service Credit for BellSouth OA Access Service  
A service credit equal to the amounts charged for the BellSouth OA Access Service and/or options as detailed in E18.3.5 or in E. following, if applicable, will apply to the customer's next bill when the Company has received from the customer within sixty (60) days of the occurrence a substantiated claim as follows:
1. A call(s) sent by the customer to the BellSouth OA Access Service location(s) was not answered because the BellSouth OA Access Service location(s) or Company equipment was out of service, or
  2. BellSouth OA Access Service provided no response, or
  3. A request(s) for call completion was not returned to the customer's premises due to failure of the Company's equipment or of the BellSouth OA Access Service.
- D. In the event that OA Access Service is terminated prior to the one (1) month minimum subscription period, usage equal to the customer's forecasted monthly call volume as described in E18.3.3.B. will be applied to the standard per call rates detailed in E18.3.5 to determine the usage portion of the customer's bill.

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## E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE

### E18.3 BellSouth Operator Assistance Access Service (Cont'd)

#### E18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

##### E. BellSouth OA Access Service Savings Plan

1. The BellSouth OA Access Service Savings Plan provides BellSouth OA Access Service customers the option to receive a reduced rate per BellSouth OA Access Service call in exchange for their commitment to deliver specified minimum usage for all OA Access calls sent to the Company during a specified payment plan period. A BellSouth OA Access Service payment plan agreement is required to implement this option. (N)
2. BellSouth OA Access Service Savings Plan subscriber rates are as detailed for each plan option in 12. following. (N)
3. Application of BellSouth OA Access Service Savings Plan rates will commence with the first bill period following the plan option effective date, as agreed to, by and between the customer and the Company. (N)
4. The minimum payment plan period of a BellSouth OA Access Service Savings Plan is twenty-four (24) months and the maximum payment plan period is forty-eight (48) months. (N)
5. Except as indicated in 8., 9., 10. and 11. following, the customer must during the selected payment plan period(s) deliver BellSouth OA Access Service call usage greater than or equal to ninety-five percent (95%) of the minimum OA Access Service call usage required by the payment plan option(s) selected by the customer. (N)
6. At the end of the selected payment plan period(s), if BellSouth OA Access Service per call usage is below ninety-five percent (95%) of the minimum OA Access Service call usage required by the customer's selected plan option(s), the customer will be billed back the difference between the billed plan rate and the standard rate for all calls billed during the payment plan period. (N)
7. At any time during the active option payment plan period an existing BellSouth OA Access Service Savings Plan customer may request an upgrade to a service option having a higher usage commitment and/or a longer payment plan period. A new BellSouth OA Access Service payment plan agreement is required to implement the change. (N)
8. An existing BellSouth OA Access Service Savings Plan customer may request termination of their plan participation. If participation in the customer's currently active plan is ended prior to the scheduled expiration of the payment plan period, back billing of the difference between the then active plan option rates and the standard rates will be applied to a percentage of the calls that have been billed since the initiation of the plan options as follows: (N)

When Plan Option Is Terminated Prior to its Scheduled Expiration and Within __ Months of its Initiation Date	This is the Percentage of Calls to which Back Billing Applies
12 Months	100%
24 Months	90%
36 Months	75%
48 Months	45%


Example: A BellSouth OA Access Service Savings Plan customer who terminates their plan option after 12 months but before 24 months would be billed back on ninety percent (90%) of the calls billed under the plan. (N)

9. A customer who terminates their BellSouth OA Access Service Savings Plan is eligible to initiate a new plan six (6) months from the termination date. (N)
10. In the event of a merger or acquisition where some or all parties to the merger or acquisition have existing BellSouth OA Access Service Savings Plan options in place, each existing customer may continue their plan option to conclusion provided usage for each existing customer can be segregated from the BellSouth OA Access Service Savings Plan. Alternatively, the existing BellSouth OA Access Service Savings Plan options of each party to the merger or acquisition may be terminated without penalty provided a new BellSouth OA Access Service Savings Plan option is made effective for the merged or acquiring entity in which the usage commitment is greater than or equal to the sum of the usage commitments for each active plan option of each party to the merger or acquisition. (N)
11. In the absence of or upon the expiration of an active BellSouth OA Access Service Plan option(s), the standard rates detailed in E18.3.5 apply. (N)

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All BellSouth marks contained herein and as set forth in the trademarks and servicemarks section of this Tariff are owned by BellSouth Intellectual Property Corporation.

BY   
EXECUTIVE DIRECTOR

ISSUED: April 1, 2004  
BY: E.C. Roberts, Jr., President - KY  
Louisville, Kentucky

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## E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE

### E18.3 BellSouth Operator Assistance Access Service (Cont'd)

#### E18.3.4 Rate Regulations and Payment Arrangements (Cont'd)

##### E. BellSouth OA Access Service Savings Plan (Cont'd)

12. Following are the rate schedules for the BellSouth OA Access Service Savings Plan options. When electing to participate in the BellSouth OA Access Service Savings Plan, the customer must choose both an automated and a live operator plan option (one option from each of the tables following) and must specify a payment plan period for each of the two options selected.

For Automated Calls:

Automated Call Plan Option	Call Usage Commitment <sup>1</sup>	Payment Plan Period	Rate Per Call
Option A	1 - 2,999,999	24 months	\$ 0.1675
	1 - 4,499,999	36 months	\$ 0.1650
	1 - 5,999,999	48 months	\$ 0.1600
Option B	3,000,000 - 11,999,999	24 months	\$ 0.1575
	4,500,000 - 17,999,999	36 months	\$ 0.1550
	6,000,000 - 23,999,999	48 months	\$ 0.1500
Option C	12,000,000 - 47,999,999	24 months	\$ 0.1475
	18,000,000 - 71,999,999	36 months	\$ 0.1450
	24,000,000 - 95,999,999	48 months	\$ 0.1400
Option D	48,000,000 - 99,999,999	24 months	\$ 0.1375
	72,000,000 - 149,999,999	36 months	\$ 0.1350
	96,000,000 - 199,999,999	48 months	\$ 0.1300
Option E	100,000,000 or Greater	24 months	\$ 0.1275
	150,000,000 or Greater	36 months	\$ 0.1250
	200,000,000 or Greater	48 months	\$ 0.1200

For Calls Handled by a Live Operator:

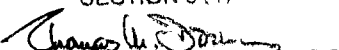
Live Operator Call Plan Option	Call Usage Commitment <sup>1</sup>	Payment Plan Period	Rate Per Call
Option A	1 - 2,999,999	24 months	\$ 0.3375
	1 - 4,499,999	36 months	\$ 0.3350
	1 - 5,999,999	48 months	\$ 0.3300
Option B	3,000,000 - 11,999,999	24 months	\$ 0.3275
	4,500,000 - 17,999,999	36 months	\$ 0.3250
	6,000,000 - 23,999,999	48 months	\$ 0.3200
Option C	12,000,000 or Greater	24 months	\$ 0.3175
	18,000,000 or Greater	36 months	\$ 0.3150
	24,000,000 or Greater	48 months	\$ 0.3100

**Note 1:** Commitment is for the total of Interstate and Intrastate Usage

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EXECUTIVE DIRECTOR

All BellSouth marks contained herein and as set forth in the trademarks and servicemarks section of this Tariff are owned by BellSouth Intellectual Property Corporation.

ISSUED: April 1, 2004  
BY: E.C. Roberts, Jr., President - KY  
Louisville, Kentucky

EFFECTIVE: May 1, 2004

**E18. BELLSOUTH OPERATOR SERVICES ACCESS SERVICE**

**E18.3 BellSouth Operator Assistance Access Service (Cont'd)**

**E18.3.5 Rates and Charges**

A. The following rates apply for BellSouth Operator Assistance Access Service

1. Professional Operator Assistance Services

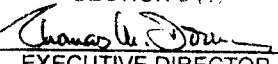
	Rate	Nonrecurring Charge	USOC	
(a) Per Automated Call Assisted	\$ 0.18	\$ -	NA	(N)
(b) Per Live Operator Call Assisted	0.35	-	NA	(N)
2. Call Branding				(N)
(a) Per Branding Announcement Created or Changed	-	7,000.00	WOABA	(N)
(b) Per Platform Shelf Loaded	-	270.00	WOABP	(N)
3. Transport of Customer Calls				(N)

	Monthly Rate	Nonrecurring Charges First Trunk Installed	Each Add'l Trunk	USOC	
(a) Per BellSouth OA Trunk	\$ 6.00	\$ 24.00	\$ 20.00	WOATX	(N)

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